

PERFORMANCE MEASUREMENT COUNTIES
Advisory Meeting
June 10, 2003
Sacramento County
Department of Human Services
2007 19th Street
Sacramento California

1. Welcome - Joeana Carpenter greeted everyone.
2. Agenda Review - Joeana reviewed the agenda and asked if there were any additional items. There was none.
3. Summary Review - Joeana asked that everyone review the Summary on their own and send any additions/corrections to Richard Trujillo. He will send out a revised version later if necessary. No changes to the summary were requested.
4. Food Stamps – Joeana indicated that an E-mail was sent last Friday concerning the seminar to be held in Sacramento June 19-20. Most of the supervisors said that they did not receive the email but that they had seen the corresponding letter. Joeana encouraged everyone to attend, as the letter makes a point that QC supervisors should be among the 2-3 persons from each county. The focus will be on working together to affect payment accuracy. If you need more information, contact Ed Flores. FNS is providing funding for the seminar; contact Leanna Pace if you have questions concerning the SEP funds. We are waiting to find out if we can have a large conference room for both days. It now appears we may have to use a smaller room on the second day. If so, space (and therefore number of attendees) may be an issue. (140 versus 60 seats) We should have a better idea of the head count by Friday. Call Ed by Monday June 16 if you are thinking of bringing more than 2-3 people. The agenda for the seminar will be published by FNS, not by CDSS via E-mail as stated in the letter.

QC and Quarterly Reporting – Richard Trujillo said that QR/PB is looming and in order to be proactive, we are requesting that QC supervisor provide questions/situations they have about the QC review process in the QR/PB environment. We would like five questions from each county. This will require the supervisor to review and become familiar with the QR/PB ACL. He said that the supervisors might want to share the ACL with their staff to come up with questions. FNS is also providing some questions/situations they would like addressed. Send the questions to Warren or Richard by June 19, so they can be shared with state Policy and FNSQC staff. State policy staff is also putting together their own list of questions/situations.

When county training occurs on QR/PB occurs, the supervisors should try to ensure that their QC staff are included.

Richard distributed a memo from FNS with the subject title "Food Stamp Program - Timeliness of Application Processing Performance Bonus." The memo provides more information on how FNS will be using the data collected on the timeliness of application processing item 71b (Q5i item 010-0029) to award performance bonuses. The information is collected for all active cases, including drops, primary and secondary cases, there is an edit (effective next version) that requires this item be completed before the case can be transmitted. This item 010-0029 must be completed for every active case. The most important thing is to look at the application to determine if the case was processed correctly. Richard asked that the supervisors share this memo with their staff. He will mail this out to those supervisors not present at this meeting.

Richard advised the group that each FNS region gets letters from the states therein disagreeing with FNS case findings. These cases go to arbitration and many times the states win. We will be sending these letters out to you so you can use them for training purposes and for future disputes. He suggested that supervisors might want to keep binder and file letters by element. Joeana will send them out on E-mail as a batch now, but later on, they will come to you on a flow basis. They should go out by the end of the week.

Expedited Service. This is to reiterate the importance of FNS-310 section 753, which deals with expedited service cases. Any variance that is discovered in the case is excluded if the identity was correct when the case is certified in the sample month, the household was entitled to ES, and the case was processed timely. Other elements' verifications are postponed so there is no error. This situation often comes up with secondary cases. Share this section with staff.

5. Corrective Action - Leanna Pace distributed the rolling error rate reports. Their unit is helping with next week's conference, particularly with the SEP funding. After the conference, quickly submit the travel claim as there will probably be no budget on July 1; otherwise, your claim could be held up until around October. Participants will receive the travel claim form and completion instructions at the conference. Send them to Leanna via E-mail if you do not receive conference information. Richard Terwilliger is out of the office this week doing ME reviews. Richton Yee, who has about 27 years experience with QC/QA, is the new branch chief. He is open to questions directly or indirectly.

Leanna said there are two more SEP conferences, QC will be invited if possible. The QC Supervisors requested letters. Joeana will have Kevin Fong send out the most recent list so we can verify the correctness of all names to ensure everyone gets correspondence. Leanna can be reached by phone at (916) 654-3366; E-mail Leanna.Pace@dss.ca.gov

6. TANF – Warren Ghens said that we are not addressing T48 etc. for sanctioned persons. He met with Policy yesterday, and is waiting for their sign-off so transmittal can be released. The transmittal shows which codes are being turned off, and the new items that can be used prior to the next Q5i release. T12, T30, T48, and 4839 have been revised. These revisions will be on separate pages so they can be more easily photocopied and distributed. The changes are effective on receipt. Codes referencing tribes and other population groups not applicable in California have been turned off. Timed-out people will be coded the same. T48 only for T30 code 1. The new TANF version of the Q5i will be out late summer; new FS version late June/early July. Cases already transmitted will not have to be corrected.
7. Demonstration of New Simplified Food Stamp Profile – Marlene Fleming/Richard Trujillo presented the software to the supervisors and discussed how the profile will look. The new profile will require extensive narrative, as most items, which normally prompt the reviewer on the analysis, will be removed. All of the items mandated by FNS for case characteristic information are included. The FNS 310 Handbook is (as always) the source for instructions on documenting and narrative content.
8. Regional Report: No items, but did ask about hold harmless and QR. It is expected that the 120-day hold harmless period will start with the first county that converts. There is no official confirmation, however. Implementation may be postponed or done all at once to maximize the benefits of the hold harmless period. Stanislaus may come up as a pilot project so the 120 days does not start with their implementation. It was asked if PMC would take on the responsibility for conducting negative case reviews. Richard (who was presiding, as Joeana had to leave) said there is no set timeline; he will ask Joeana as to when a final decision will be made. Sanction letters have not been sent to counties because specific dollar amounts are still unknown. We have been contacted by legal staff regarding the first sanction, so not much done on the second sanction. Frank Andersen has specific information for the first year only, so contact him if you want more information.